

Commonwealth Office of Technology

Rated Service Description

Basic Mailbox Support		Rate
MB10	<p>Per Mailbox, per month</p> <p>The MB10 service offers a single, basic mailbox using the Commonwealth standard Microsoft Exchange system.</p>	\$4
MB10	<p>Includes the following HARDWARE</p> <p>100 MB of storage available for each mailbox</p>	
MB10	<p>Includes the following SOFTWARE</p> <p>Anti-virus protection software (does not reside on the desktop)</p> <p>IronMail anti-spam protection software (does not reside on the desktop)</p> <p>24 X 7 X 365 access to the Commonwealth Service Desk</p>	
MB10	<p>Includes the following SERVICES</p> <p>Daily backups of e-mail mailbox (via TSM). Backups are retained on a 12 day revolving cycle (only the prior 12 calendar days are available at any one time)</p> <p>10 MB attachment limit</p> <p>Outlook Web Access (access to the Outlook mailbox via the Internet)</p> <p>Retrieval of e-mail from a wireless device (that supports Active Sync/Mobile 5 and 6)</p> <p>Ability to create a secure connection from remote locations, using RPC/HTTP, to the Commonwealth's Microsoft Exchange System</p> <p>Messaging relay (ability to direct messages from server application software to the Microsoft Exchange system)</p> <p>24 X 7 X 365 access to the Commonwealth Service Desk</p> <p>Support staff is available on-site Monday - Friday, 7:30am to 5:30pm. Personnel are on-call for after-hours, emergency support. All support is included in the cost of this service.</p>	
MB10	<p>To Initiate Service or Report a Problem with this service</p> <p>Please contact the Commonwealth Service Desk:</p> <ul style="list-style-type: none">• 24x7 Phone support: 502-564-7576• Toll free support number: 800-372-7434• Via e-mail CommonwealthServiceDesk@ky.gov <p>You will also need to complete and submit an F-180 form to the Commonwealth Service Desk when you request to initiate this service. Please note that a valid COT Billing Number will be required on the F-180 Form. The F-180 form can be found here: http://technology.ky.gov/support/cot_forms.htm.</p>	
MB10	<p>Additional Service Clarifications</p> <p>For a mailbox recovery or investigation, services will be charged at the rate of \$75.00/hour, with a two hour minimum.</p>	